Emergency Notification System

User Manual

Table of Contents

System Overview

Location

http://portal.campusannouncement.com



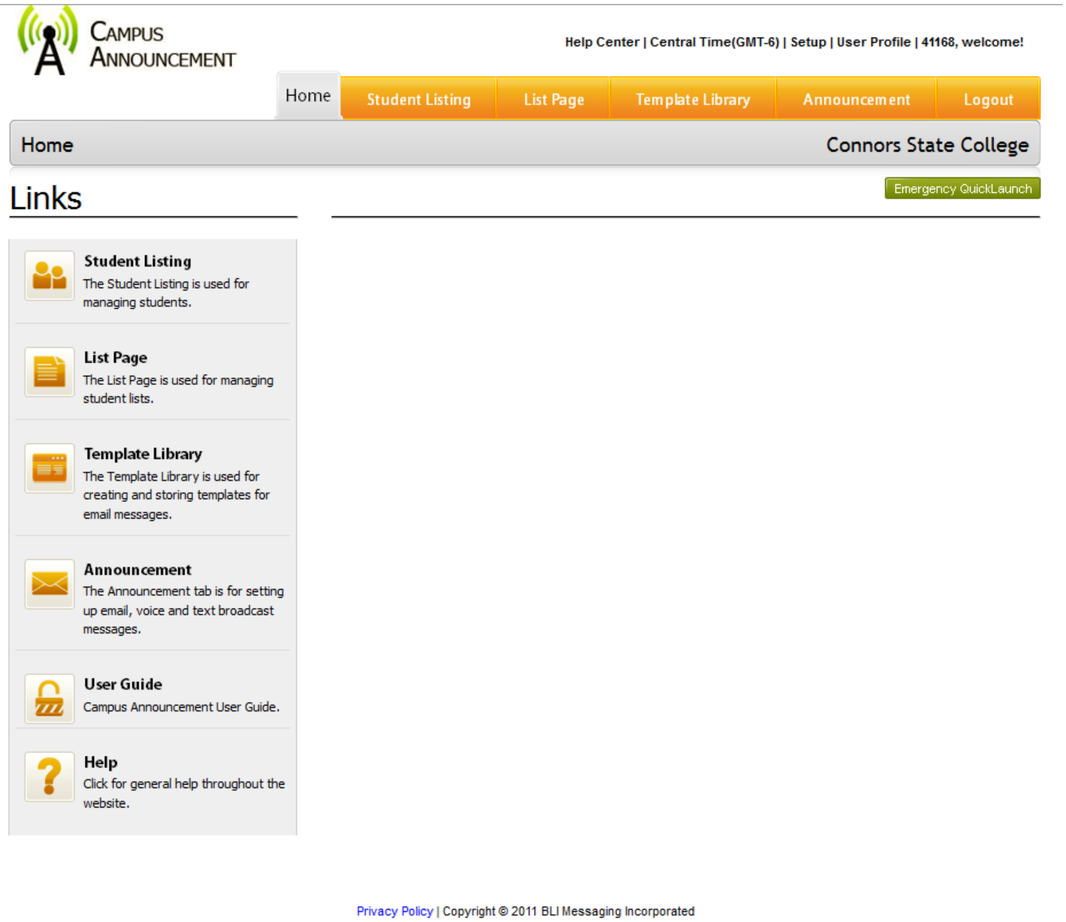
Menu Structure

Links

- **Student Listing**
- **List Page**
- **Template Library**
- **Announcement**
- **User Guide**
- **Help**

Tabs

- **Home**
- **Student Listing**
- **List Page**
- **Template Library**
- **Announcement**
- **Logout**



Links

- **Student Listing –** Table of all student data.
- **List Page –** Table of all user-created lists.
- **Template Library –** Table of all user-created templates.
- **Announcement –** Announcements list and Emergency QuickLaunch button.
- **User Guide –** Link does not work. Contacted BLI Messaging. They are working on the issue.
- **Help –** BLI Messaging support contact information.

Tabs

- **Home –** Main page seen after login.
- **Student Listing –** Table of all student data.
- **List Page –** Table of all user-created lists.
- **Template Library –** Table of all user-created templates.
- **Announcement –** Announcements list and Emergency QuickLaunch button.
- **Logout –** Logout of system.

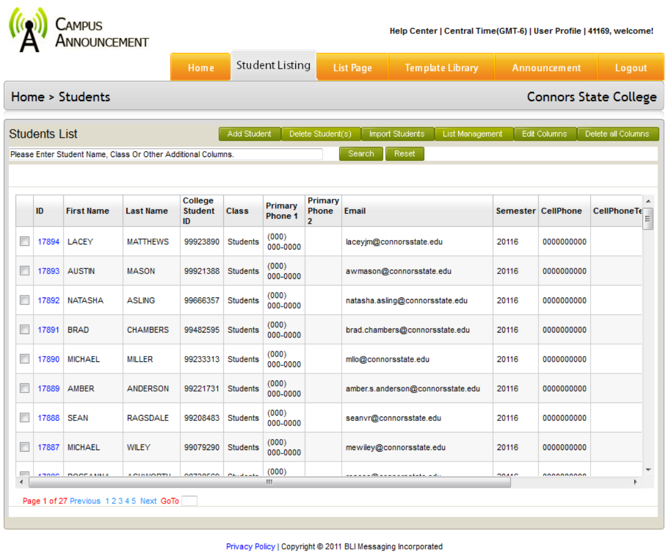
Buttons

- **Emergency QuickLaunch –** Compose and send emergency notifications.

Four Primary Tabs/Links

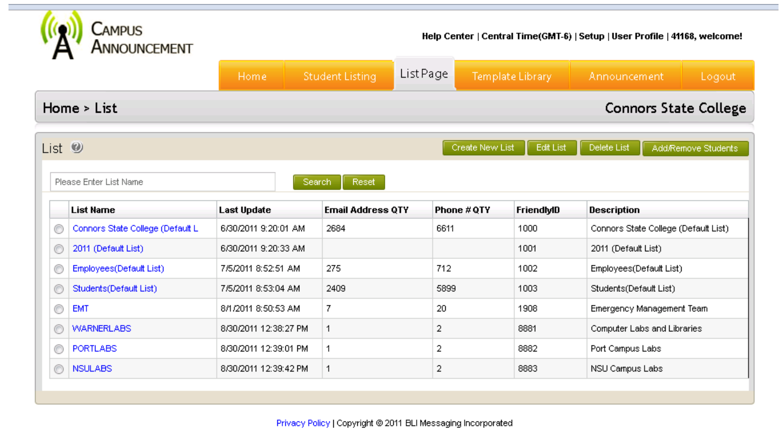
Student Listing

- **View detailed user information**
- **Sort user information**
- **View user list membership**



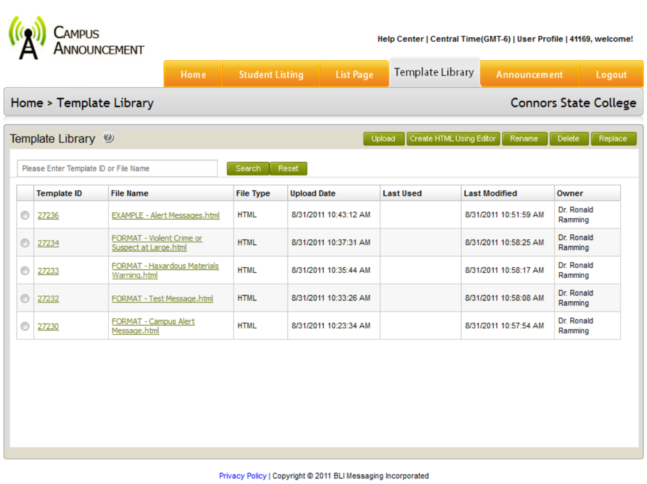
List Page:

- **View list data and membership**
- **Create lists**



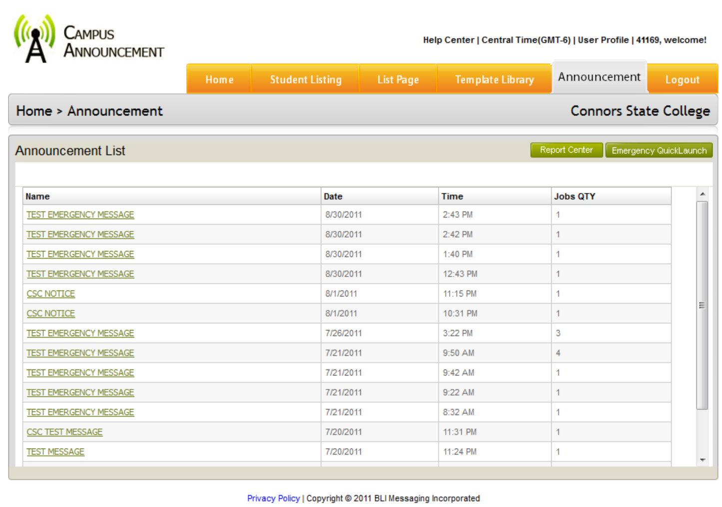
Template Library:

- **View template data and information**
- **Create/upload templates**



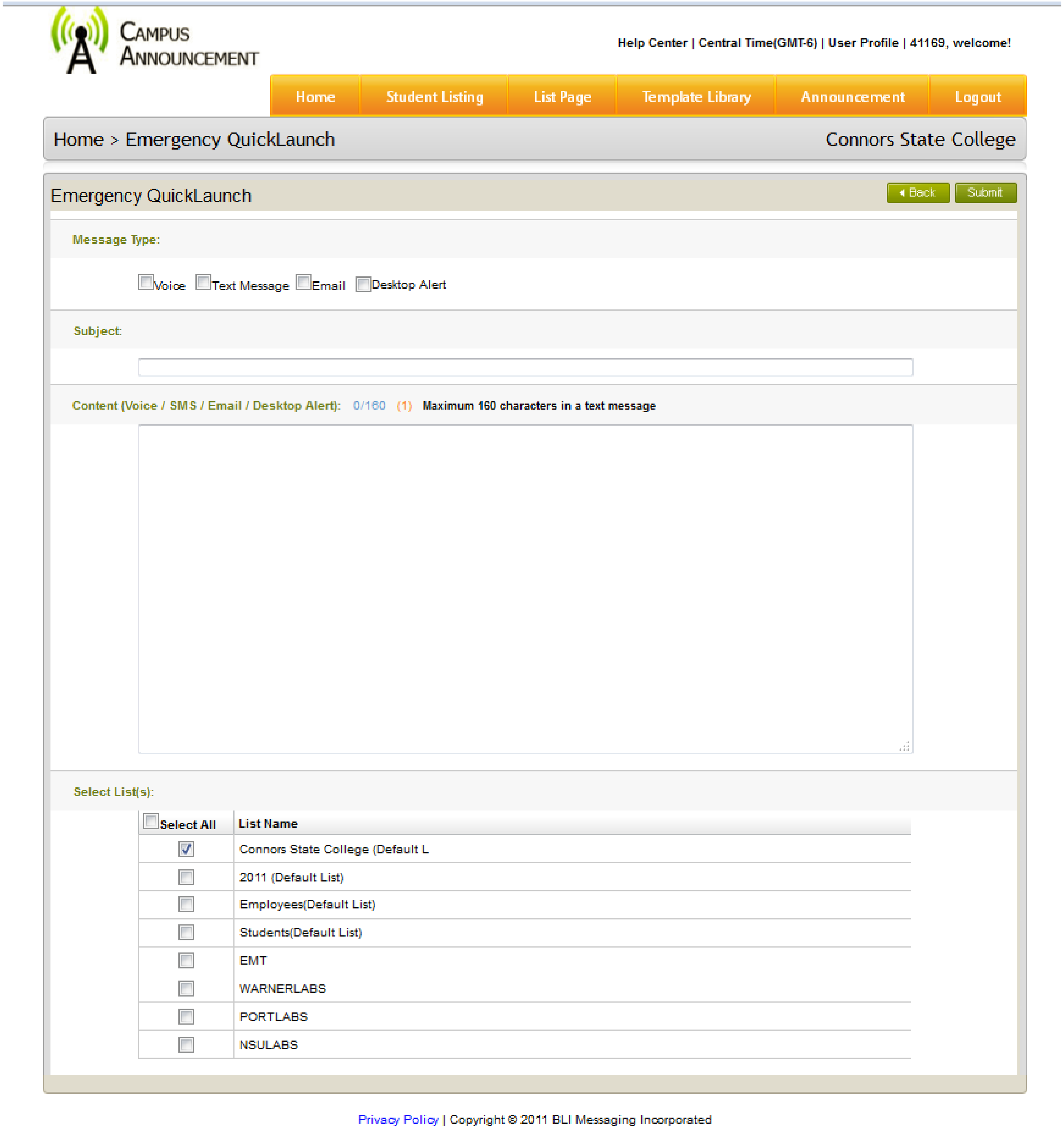
Announcement:

- **View past announcements**
- **View reports**



Emergency QuickLaunch

Compose emergency notifications on the QuickLaunch screen:



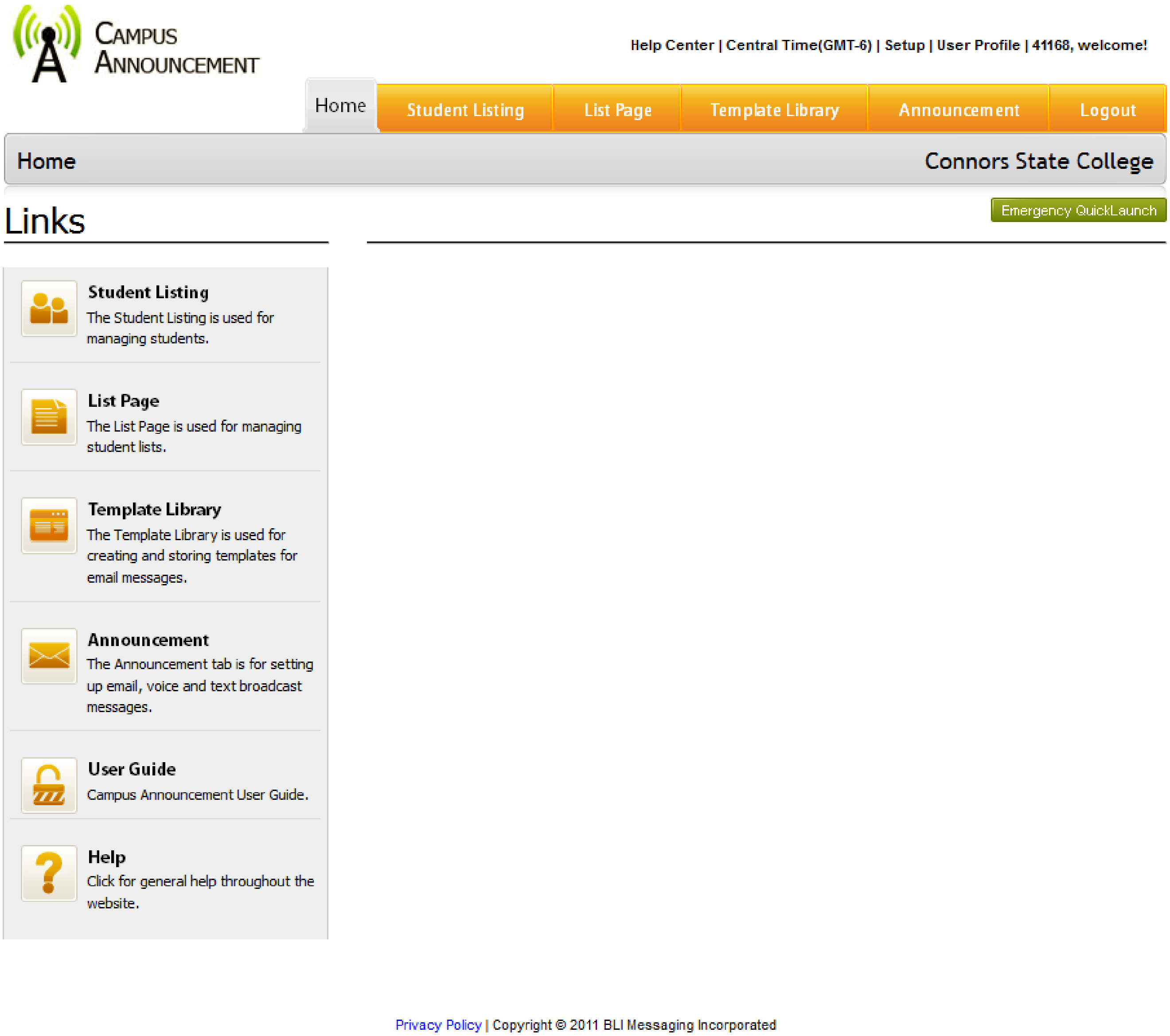
Notification Creation

BEGIN PROCEDURE

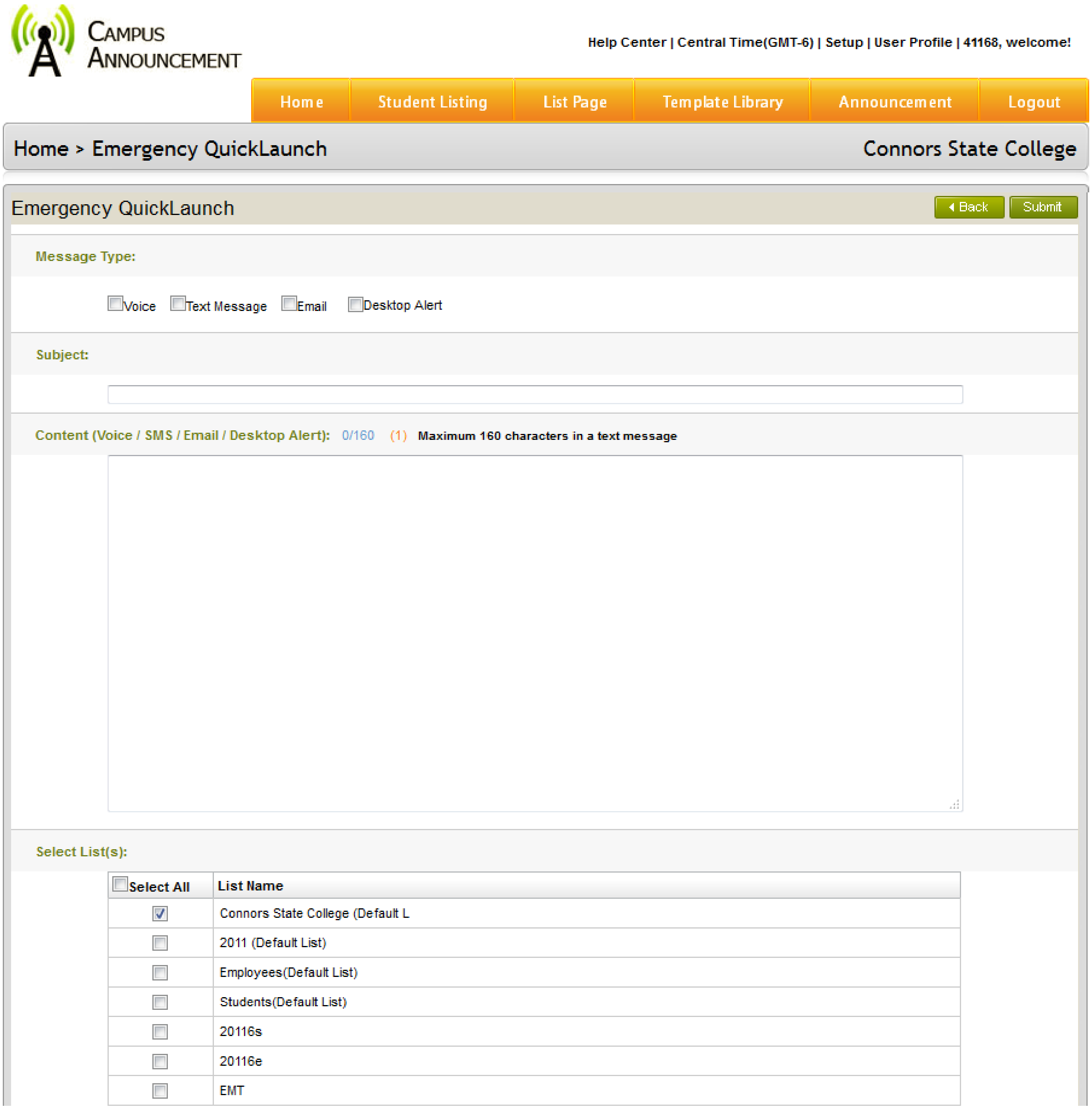
Visit http://portal.campusannouncement.com:



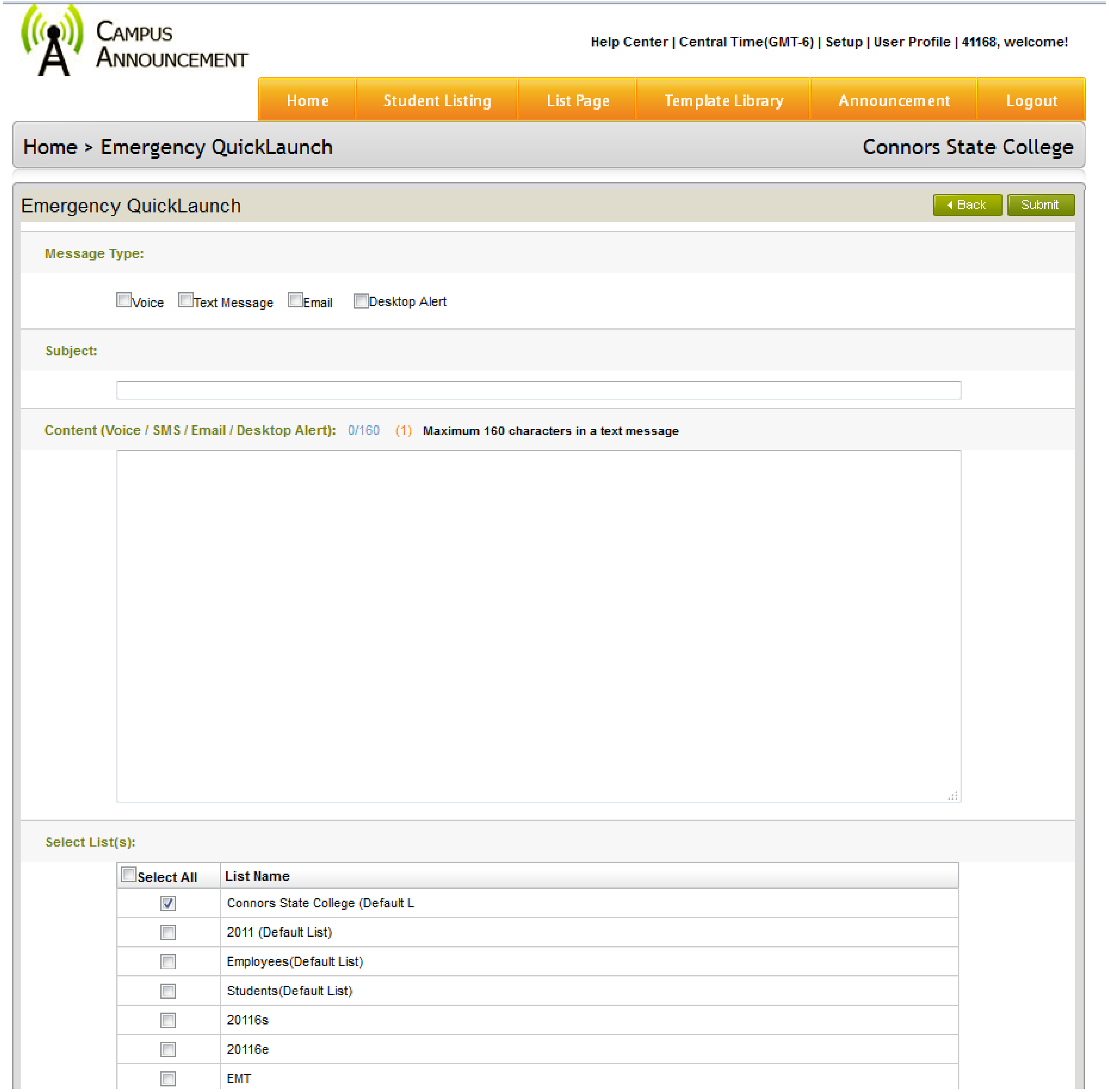
Provide your Username and Password. Select the “Submit” button when ready:



Select “Emergency QuickLaunch” button:



Select the message types you wish to send (Voice, Text Message, Email, and Desktop Alert):



Type the message Subject and Content in the appropriate boxes.

NOTE: A maximum of 160 characters are allowed in a text message.

Select the Lists that you wish your messages to be delivered to. You may select from the following:

- **Connors State College (Default List) –** All employees and students belong to this list.
- **Employees (Default List) –** All employees.
- **Students (Default List) –** All students.
- **20116s –** Current semester students. Numbers will change (i.e. 20122s, 20124s, and 20126s).
- **20116e –** Current semester employees. Numbers will change (i.e. 20122s, 20124s, and 20126s).
- **EMT –** Emergency Management Team
- **WARNERLABS –** All Warner Campus lab and library computers. For Desktop Alerts only!
- **PORTLABS –** All Port Campus lab and library computers. For Desktop Alerts only!
- **NSULABS –** All NSU Campus lab and library computers. For Desktop Alerts only!

NOTE: For normal notifications, please use the **20116s** and **20116e** lists (or comparable as new semesters approach) as these are current for the given semester. Using the full **Employees** and/or **Students** list can bring in older semester students that may no longer attend the institution. These lists contain every student for every semester we have on record.

Select the "Submit" button when ready.

You will see a pop-up box that says: "This announcement will be sent to all the selected list(s). Ok to proceed?"

Select the "OK" button to proceed.

You should see another pop-up box that says: "Launch was Successful"

Select the "OK" button to proceed.

END PROCEDURE

NOTE: Please see the Notification Reporting Procedure to view successes/failures of any sent messages.

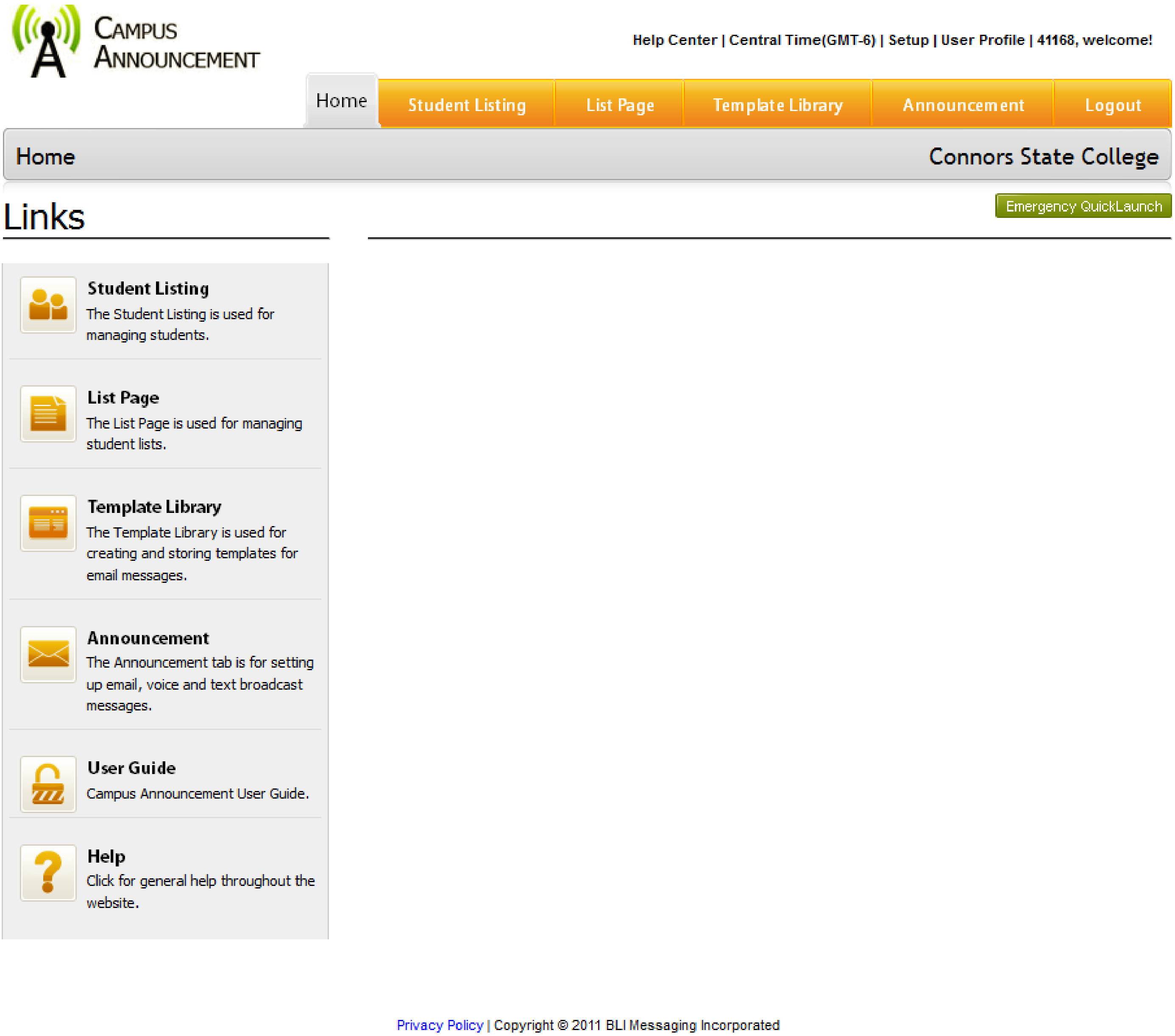
Notification Reporting

BEGIN PROCEDURE

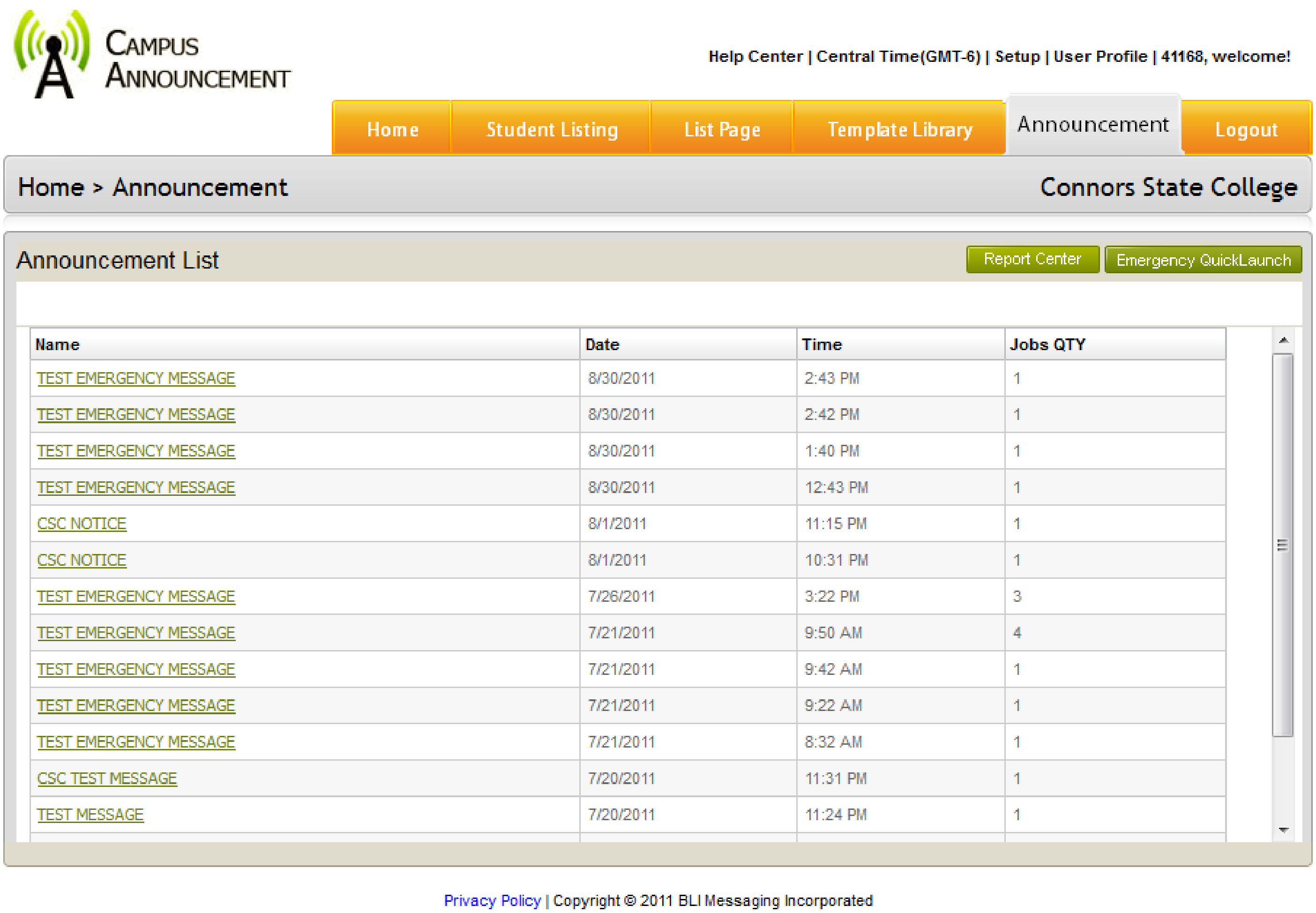
Visit http://portal.campusannouncement.com:



Provide your Username and Password. Select the “Submit” button when ready:

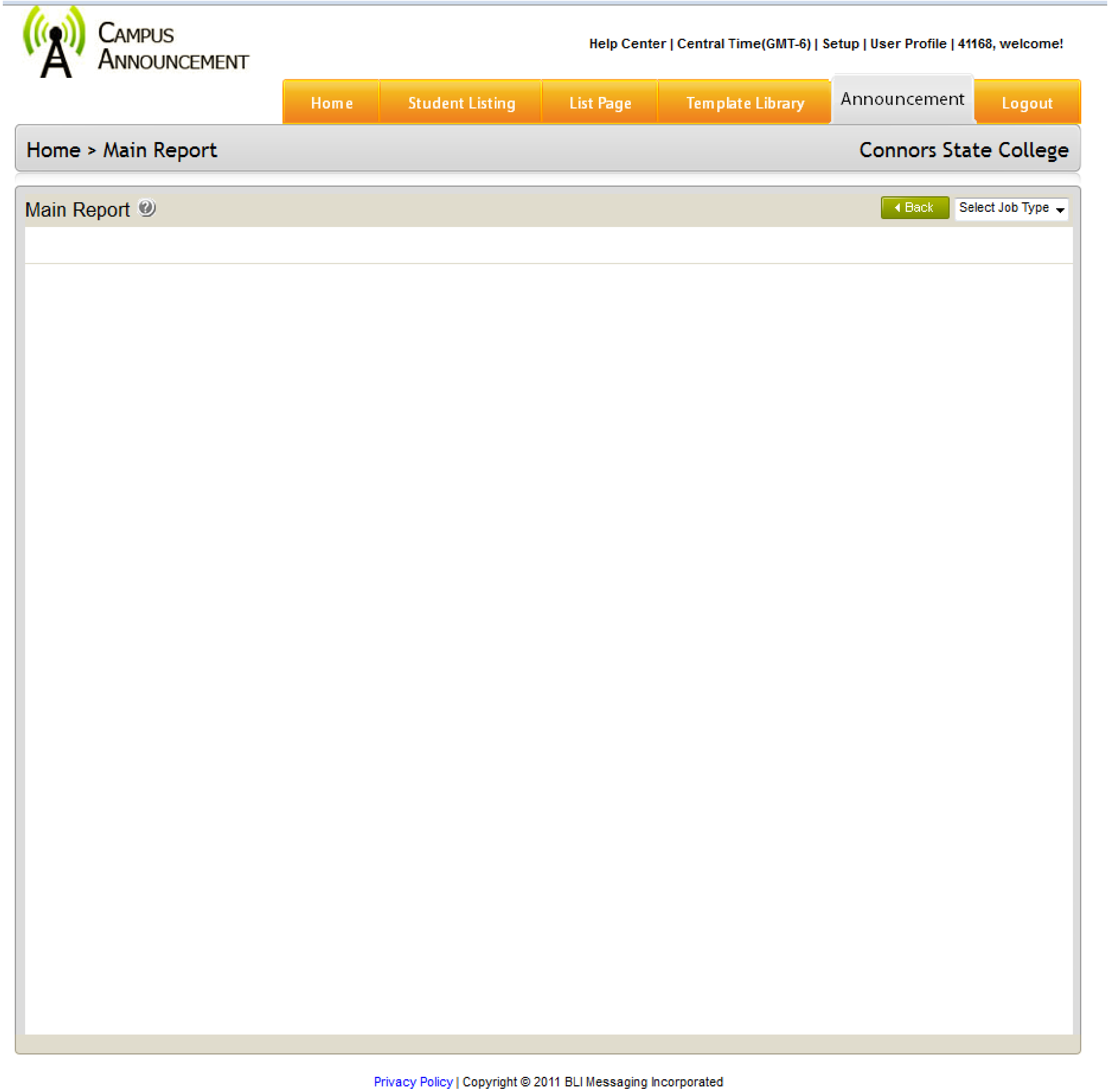


Select the "Announcement" tab:



For general reporting, you may select from the Announcement List on this page.

For more detailed reporting, select the "Report Center" button:



Using the "Select Job Type" drop-down box, select the type of message for which you would like to view a report (Voice, Text Message, Email, and Desktop Alert).

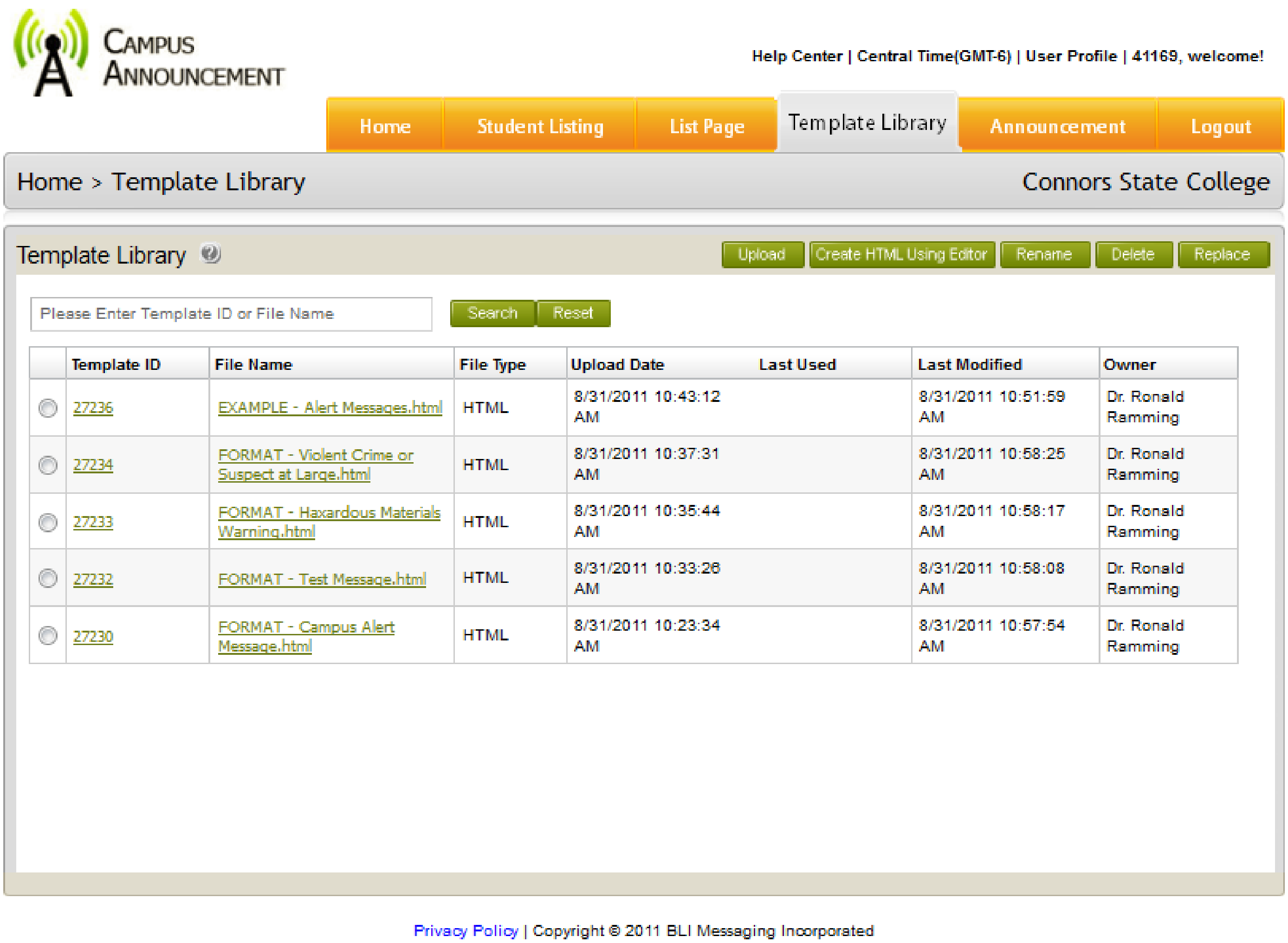
On the next screen, you may view message statistics for the given delivery method. You may also select any of the statistics for more detailed information, graphs, downloadable data, etc.

END PROCEDURE

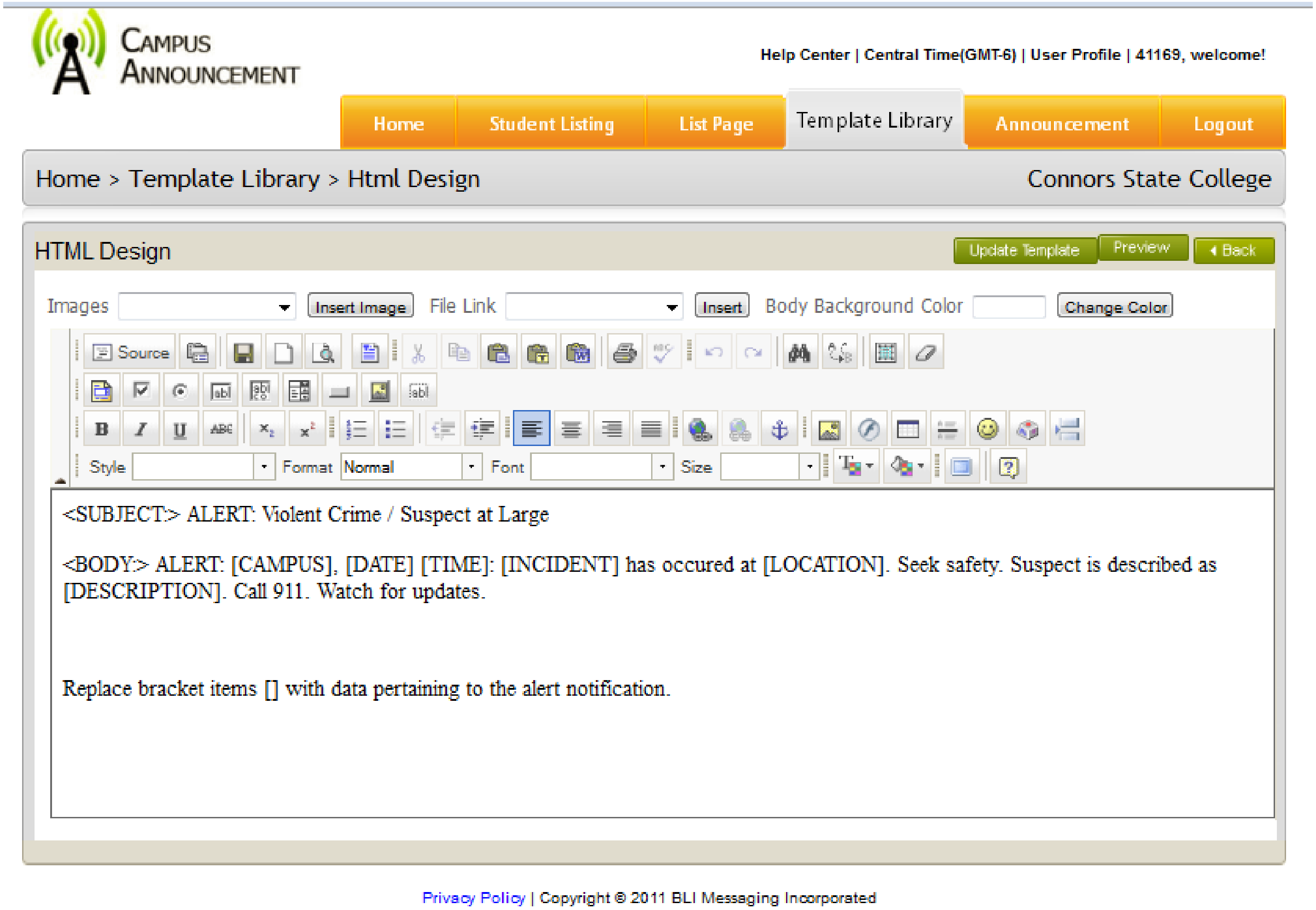
Using Templates for Notification Creation

BEGIN PROCEDURE

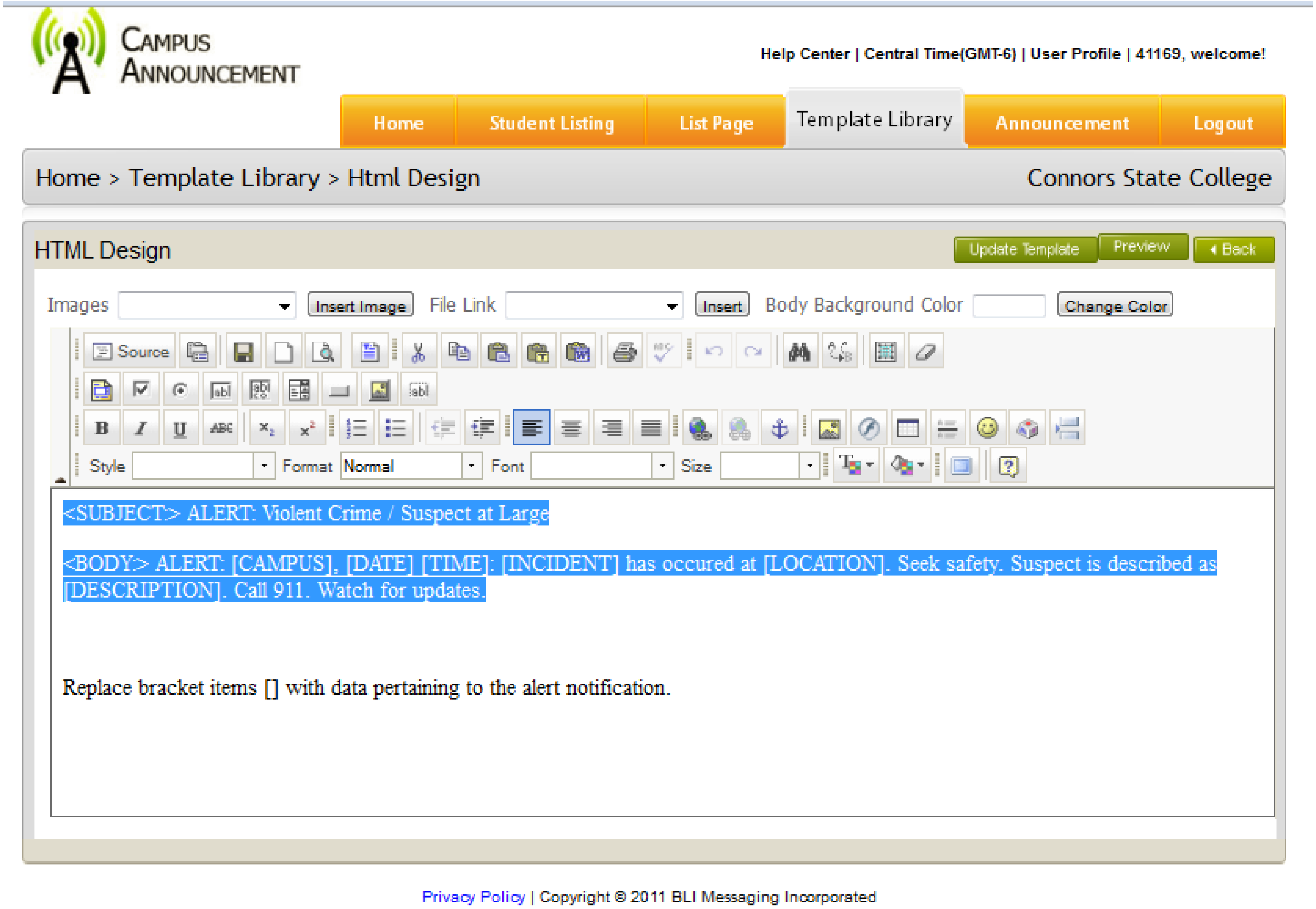
Visit the Template Library tab/link:



Select the template you wish to use (e.g. FORMAT – Violent Crime or Suspect at Large) by clicking on the associated Template ID Number:

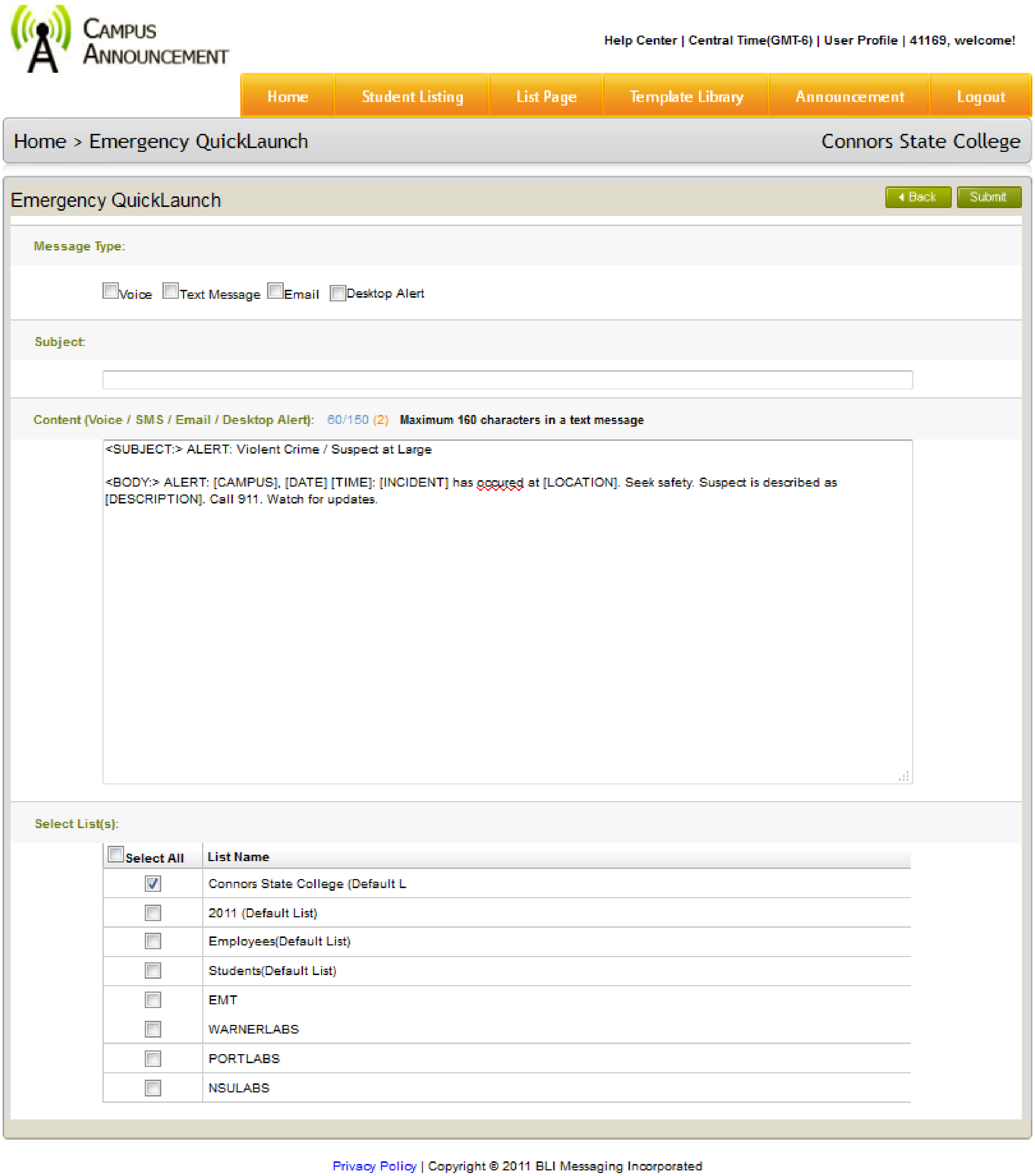


Copy the text from the text box:

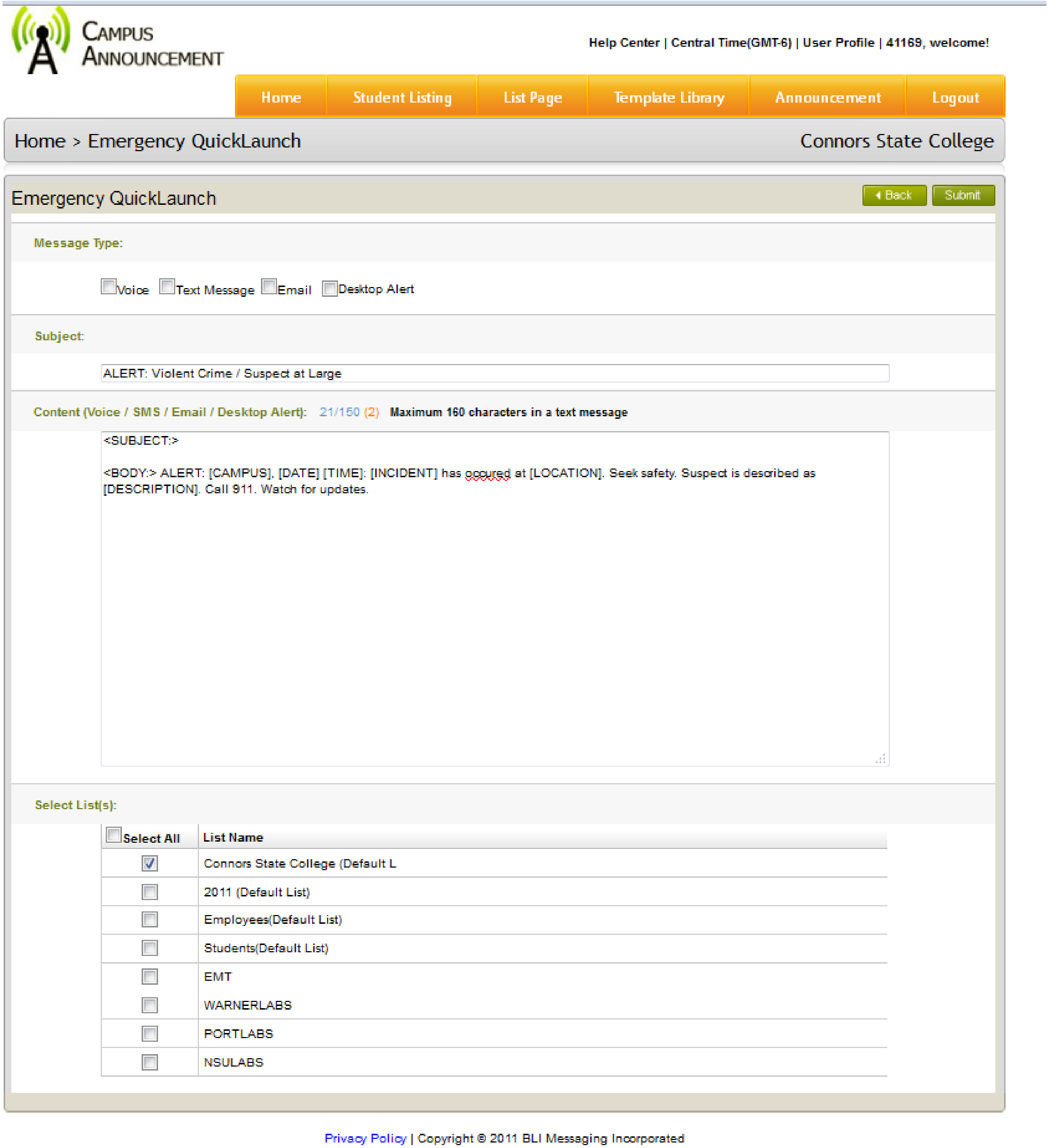


Select the Announcement tab, then the Emergency QuickLaunch button to create a notification.

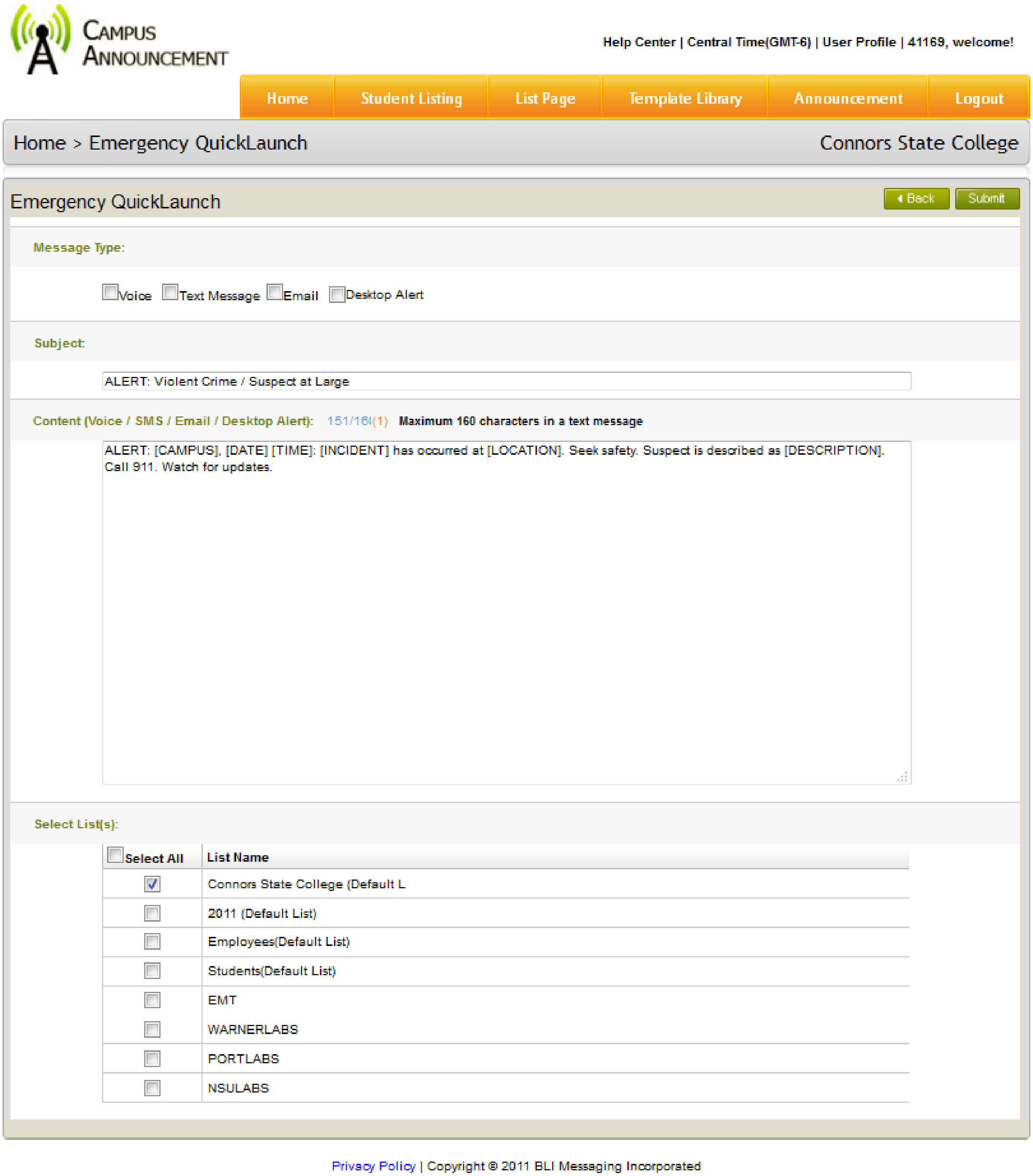
Once here, paste the copied text into the content area:



Cut the text following the <SUBJECT :> tag and paste it into the Subject: box above:



Remove both items signifying content type (i.e. <SUBJECT :> and <BODY :>):



Insert data into bracketed items [] to provide specific information for alert:

Before:

ALERT: [CAMPUS], [DATE] [TIME]: [INCIDENT] has occurred at [LOCATION]. Seek safety. Suspect is described as [DESCRIPTION]. Call 911. Watch for updates.

After:

ALERT: CSC Warner Campus, 09/01/11 11:12 AM: Shooting has occurred at Education Building. Seek safety. Suspect is described as white male, 20s, 6', black hair, blue shirt, blue jeans. Call 911. Watch for updates.

Complete procedure as outlined in Notification Creation procedure instructions.

NOTE: Pay close attention to the numbers directly above the Content area. These numbers show how many text messages your message will take to send as an SMS to cell phones.

Example from "Before:" above, showing 151/160 characters used in (1) message:

Content (Voice / SMS / Email / Desktop Alert): 151/160 (1) **Maximum 160 characters in a text message**

Example from "After:" above, showing 62/150 characters used in (2) messages with more detailed information. Actually, it translates to 212/300 characters used in (2) messages:

Content (Voice / SMS / Email / Desktop Alert): 62/150 (2) **Maximum 160 characters in a text message**

END PROCEDURE

Pre-Defined (Canned) Messages

Test Message:

<SUBJECT :> TEST: CSC Campus Alert System

<BODY :> TEST: [CAMPUS], [DATE] [TIME]: This is a test of the Connors State College Campus Alert System.

Replace bracket items [] with data pertaining to the alert notification.

Campus Alert Message:

<SUBJECT :> ALERT: [INCIDENT]

<BODY :> ALERT: [CAMPUS], [DATE] [TIME]: [ANNOUNCEMENT (include type of incident, specific location, and any special instructions)]. Watch for updates.

Replace bracket items [] with data pertaining to the alert notification.

Hazardous Materials Warning:

<SUBJECT :> ALERT: Hazardous Materials

<BODY :> ALERT: [CAMPUS], [DATE] [TIME]: Hazardous materials incident in [LOCATION]. Take shelter w/ windows closed. Turn off independent A/C and/or heat. Call 911 for any health issues. Watch for updates.

Replace bracket items [] with data pertaining to the alert notification.

Violent Crime or Suspect at Large:

<SUBJECT :> ALERT: Violent Crime / Suspect at Large

<BODY :> ALERT: [CAMPUS], [DATE] [TIME]: [INCIDENT] has occurred at [LOCATION]. Seek safety. Suspect is described as [DESCRIPTION]. Call 911. Watch for updates.

Replace bracket items [] with data pertaining to the alert notification.

Examples of Notification Messages

Gunman/Active Shooter Warning

Subject: ALERT: Gunman/Active Shooter

Content: ALERT: Warner Campus, 07/28/2011 2:28:27 PM: Active shooter / Person with gun on Warner Campus. Leave area or seek safety. Watch for updates.

Tornado Warning

Subject: ALERT: Tornado

Content: ALERT: Three Rivers Northeast Port Campus, 07/28/2011 2:28:27 PM: Tornado; take shelter underground or in building interior. Watch for updates.

Bomb Threat

Subject: ALERT: Bomb Threat

Content: ALERT: Warner Campus, 07/28/2011 2:28:27 PM: Bomb threat on Warner Campus. Please calmly and orderly evacuate the campus. Watch for updates.

Glossary

Announcement – See past announcements as well as create new announcements on this screen.

BLI Messaging, Inc. – Corporation who owns Campus Announcement.

Campus Announcement – This is the name of CSC's emergency notification system.

Emergency QuickLaunch – Screen to compose an emergency notification message. Select this button in order to quickly create an emergency notification message.

Help – Location of BLI Messaging technical support contact information:

- **CampusAnnouncement.com**, A Division of BLI Messaging, Inc., 125 Whipple Street, 3rd Floor, Providence, RI 02908
- **Fax:** 1-888-329-1863
- **Phone:** 1-866-422-7242
- **E-mail:** Info@CampusAnnouncement.com

Links – These are useful links when using the Campus Announcement system:

- **General Website:** http://campusannouncement.com
- **Login Website:** http://portal.campusannouncement.com
- **FAQ Webpage:** http://campusannouncement.com/notification-system-FAQ.asp

List Page – Detailed listing of all user-created lists. Also, this is the location for creating new lists.

Student Listing – Detailed listing of all user data: sortable, searchable, etc.

Template Library – Detailed listing of all user-created templates. Also, this is the location of pre-defined (canned) messages for copying into or creating a new message.

User Guide – User guide for the Campus Announcement system. No data exists here yet but BLI Messaging indicated this is in process.